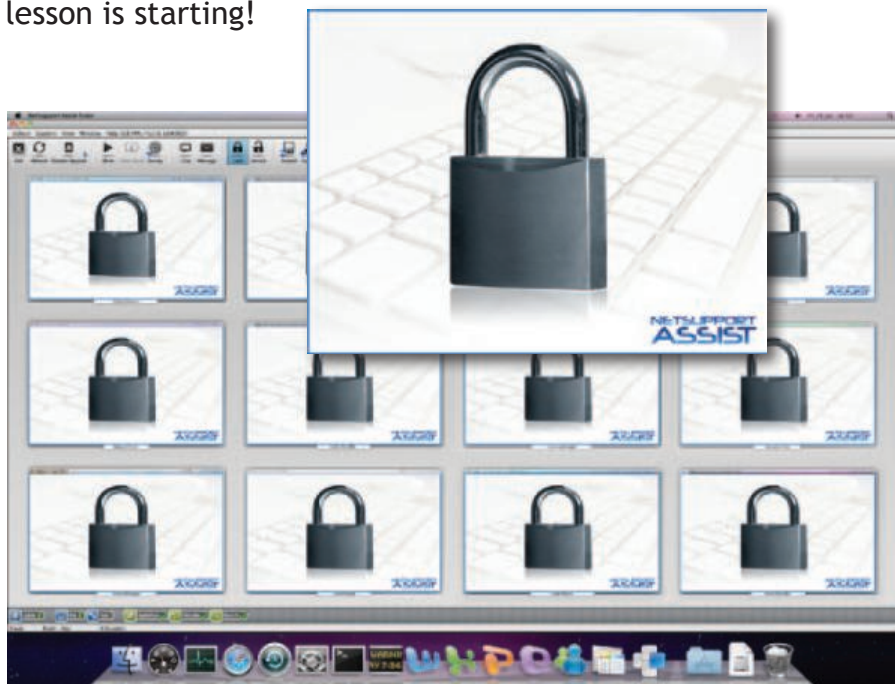# NETSUPPORT ASSIST

A Student's Perspective

Introduction

Hi! I'm Kyle. I'm 12 years old and our school has NetSupport Assist. I'm going to show you how we use it in our English lesson. We've got Mac and Linux computers in our school, so we're used to using both types. NetSupport Assist looks about the same on both of them though.

Start of lesson

Oops, Miss Jackson has locked my screen. That means the lesson is starting!
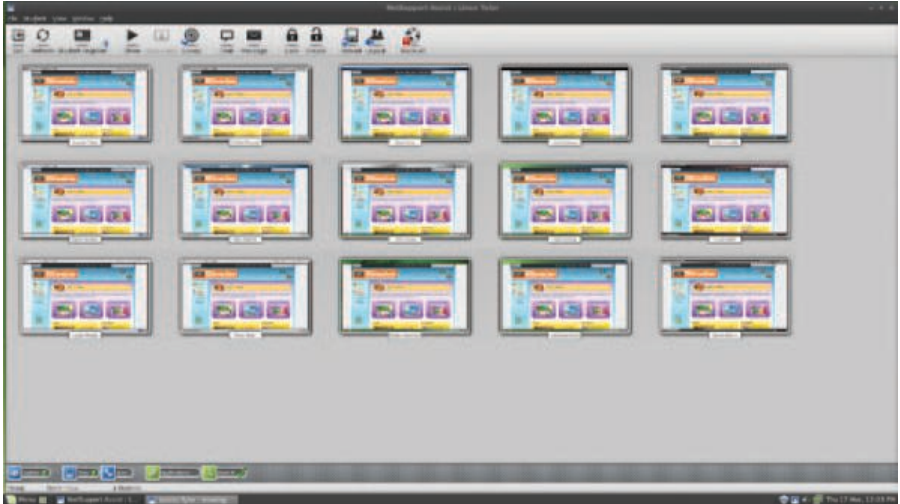
We start the lesson by filling in the register.

Registration

It's time for registration. Miss Jackson sends us the registration prompt which we fill in with our names so she knows who's in class today.

In some lessons the teacher changes this box to ask for extra information like house name, curriculum group and things like that.

Our teacher can show the whole class what to do at the same time – Linux

Show screen

First, we're going to do some web research about writing news. Miss Jackson shows us what to look for online. She goes online on her own screen and shows it to us on ours. It's quite clever, because you can see exactly what she does and you don't miss anything.

When she's finished explaining what we need to do, she takes her screen off ours, and then we can carry on with the task by ourselves.

Sometimes when we're working and the teacher is monitoring us on their screen, they can see when we're doing something good and they can take what's called a "snapshot" of it. This is really a picture of our screen with the good work on it, which they sometimes show to us on our screens afterwards as an example of something good we could all do.

Anyway, when we've finished our task, Miss Jackson shows some pieces of work on everyone's screens while we explain to the class what we've done. This way we get ideas from other people's work that we can think about for next time.

Internet metering

We can use the internet for our work but if we even try to look at football sites, Miss Jackson can see and then she blocks internet access for all of us because we're supposed to be doing English. I know, because I've tried it (and the rest of the class wasn't very pleased with me!).

We sometimes get free internet time as a reward when we've finished our class work early though. Miss Jackson sends us a message to our screens through NetSupport Assist when we have a few minutes left, so we always know how long we have left to finish off reading.
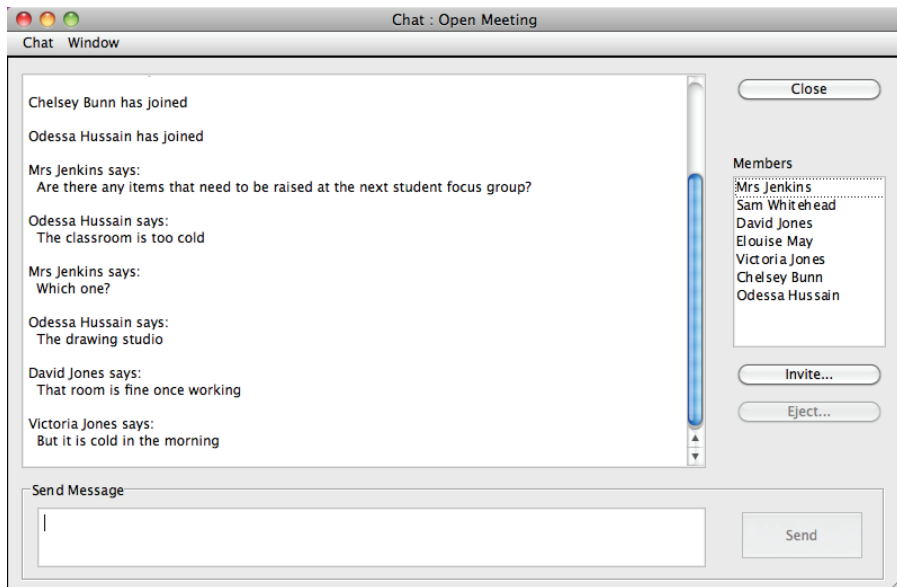
The teacher can see the applications we use – Linux

Application metering

Back to the lesson. Now we need to write a news piece of our own to bring together what we've just learned.

Miss Jackson has asked us to carry on with our work. On her screen she can see what we're all doing and if any of us get bored and try to do something in a different program we're not supposed to use for the task she's set, she will see it and ask us to carry on with what we're supposed to be doing.
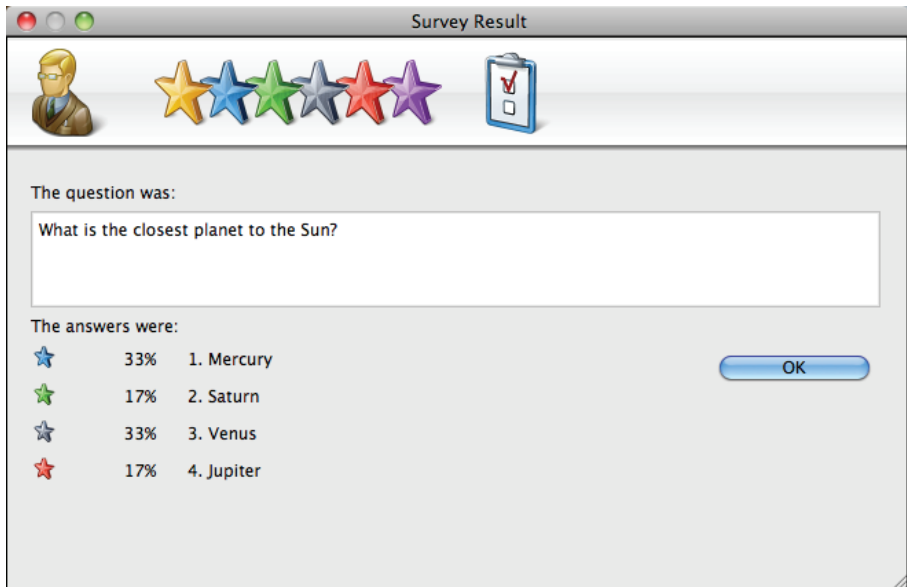
We can chat with the teachers without the rest of the class knowing

Messaging / Chat

Miss Jackson is sitting at the front of the classroom as we write our news. I get stuck, but I don't want to ask my question in front of the whole class. I can still find out what I want to know though, because I can send a chat request to Miss Jackson to ask her and she will type and send a reply back to me.

For me, this is a really good feature of using NetSupport Assist, because I feel self-conscious about putting my hand up and asking things in front of everyone else in the class.
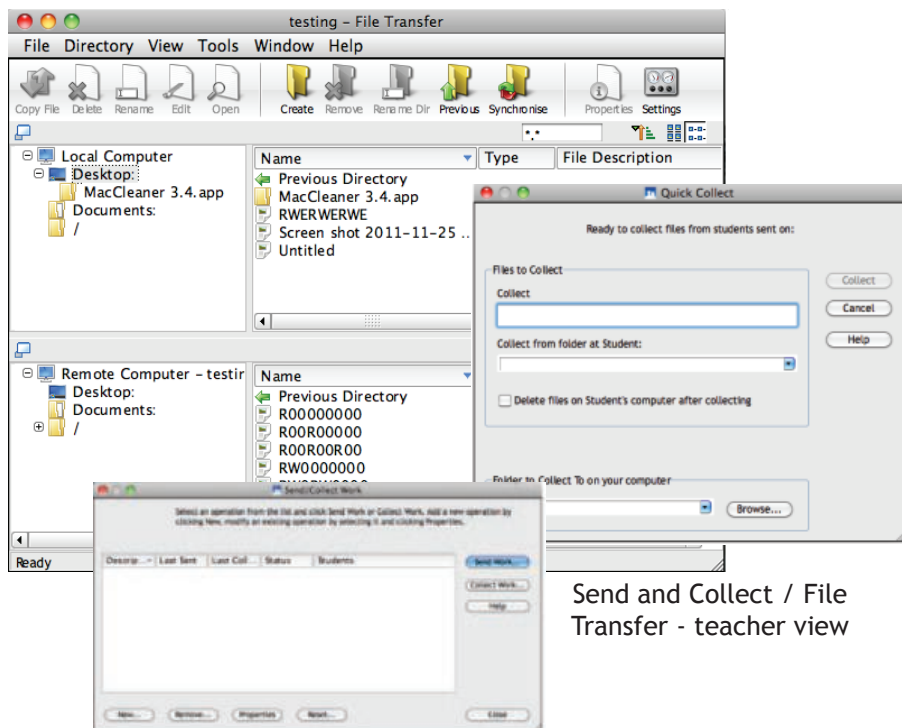
Survey Result

The question was:

What is the closest planet to the Sun?

The answers were:

⭐	33%	1. Mercury
⭐	17%	2. Saturn
⭐	33%	3. Venus
⭐	17%	4. Jupiter

OK

The teacher can show us how the class has answered the questions.

Student survey

At the end of the lesson is a fun part: we get to do a quick quiz on what we've learned. Miss Jackson sends us questions with different answers that we can choose for each one. We click on the right answer and she gets all our results on her screen. Then she sends them to us so we can see a graph of how many of us have got the answers right and have understood the lesson.

File Transfer / Send and Collect – across platforms

Now Miss Jackson needs us to send us some work. It's a document with questions in that we need to answer. She sends it to us from her computer. It doesn't matter that she has a Mac - the same as half of the class, and the other half has Linux - we all get the file on our computers where we can read it and complete it, ready for Miss Jackson to collect back in tomorrow. It's better than paper (she says), as there's less chance of us losing it...

Send and Collect / File Transfer - teacher view

SUPPORTING THE NEXT GENERATION OF
MAC AND LINUX CLASSROOMS.

What we think of NetSupport Assist!

I like NetSupport Assist because it's better than books! It makes lessons go more quickly because we're always doing something with it: the teacher is either showing us something or we're working with it and going online... It's just really good and it makes lessons fun.

I especially like the survey questions because we get the results straight away and don't have to wait for the teacher to mark our books.

I can't imagine using just textbooks in class now.